Workday Travel Questions & Answers (FAQs)
Q. Will employees be able to create their own Spend Authorizations (SA) or Expense Reports (ER)?

A. Yes, employees will be able to create their own SA or ER even if they establish a delegate.

Q. How will we know who the Spend Authorization (SA) or Expense Report (ER) will route to?

A. There is always an audit trail, look at the Business Approval Process once either the SA or the ER is submitted.

Q. Are multiple Smart Tags allowed in the Spend Authorizations and Expense Reports?

A. Yes.

Q. What happens if someone submits an unallowable charge?

A. The responsibility falls on the approvers to monitor the submitted charges.
Q. Will the information from the Spend Authorization carry over to the Expense Report?

A. It does not; however, we are hoping that this is a short term issue that will have a quick resolve with the Workday team. The good news is that Workday definitely has reported plans to enhance the Expense Report functionality over the next year. This new feature is an enhancement that has been requested by a number of Universities which the Workday staff has indicated they will work on incorporating in to future releases.

Q. Will the system force you to itemize for hotels and car rental?

A. Yes.

Q. Does the system require attached receipts?

A. Yes, please note that an attachment is also required on the Spend Authorization for conferences and conventions along with Grant specific authorizations.

Q. Can you submit a Spend Authorization or Expense Report with zero expenses?

A. No.
Q. Does Workday have report writing capability?

A. Yes, we are currently working on Custom Travel Reports that will be shared with everyone.

Q. Can the attachment section be optional?

A. It is optional for Spend Authorizations with the exception of Grants, conferences and conventions. Expense Reports attachments are mandatory.

Q. Are 100% cash advances allowable?

A. Yes, for international, athletics, and group travel the traveler can receive a cash advance equal to 100% of estimated costs. All other travel is at the 80% level per policy.

Q. Will PCARD transactions be loaded in the Expense Reports?

A. Yes, the transactions will be electronically fed into the cardholder’s profile.
Q. Can more than one delegate be set up for a traveler?

A. Yes, you can set up multiple delegates for one person.

Q. How many pages will you be allowed to attach in WD?

A. Unlimited.

Q. How long will things need to be saved in WD?

A. State of Florida mandates 5 years for record retention.

Q. Can you change the Smart Tag in the Expense Report from the Spend Authorization, using a different Smart Tag in each one?

A. Yes.

Q. How do you handle complimentary travel?

A. There is an expense type called “Complimentary” that would be added and some dollar amount should be entered.
Q. How does a person get Workday access?

A. Click here to submit a ticket to OIT and get access.

Q. Will “Business Purpose” always be Travel if the expense type is travel?

A. Yes.

Q. Will student travelers need to do delegate to have someone else enter their spend authorizations and expense reports?

A. As long as the students are FAU employees they will need to delegate to someone else, or they will need to enter their own spend authorizations and expense reports.

If they are non-employee students then it would be handled via an Ad Hoc Request in Workday and paid through a Payment Request requisition type in Accounts Payable.

Q. Will attachments be in PDF form?

A. Attachments can be in PDF form or in other formats such as Microsoft Excel or Microsoft Word.
Q. Can you add an approver to the process?

A. Yes, an approver can be added as an Ad Hoc approver.

Q. Will the delegate have to request that someone be put on a Smart Tag?

A. No, it will be built in the system based on the Organization chart for each department.

Q. Will Avis vouchers work the same way? Will delegates still need to provide a roster of people, justification, etc.?

A. Yes, the process will stay the same.

Q. Can a delegate use the delegation process to delegate to someone else if they are not available to do the travel? (Vacation for instance).

A. No, the delegate cannot use the delegation process to delegate their travelers to someone else. The responsibility will fall on the traveler to delegate to someone else.

Q. Are there alerts if something is entered wrong?

A. Yes, the system has alerts and errors built into the system to identify when information is missing or when information is incorrect.
Q. How can users make changes to a submitted Expense Report or Spend Authorization in Workday?

A. The manager/cost center manager can return things to the delegate/traveler, or the delegate/traveler can go in and change a spend authorization or expense report while it is in submitted status.

Q. How do you separate PCARD charges/non-PCARD charges?

A. There will be no option in Workday for Reimbursable and Non-Reimbursable expenses. The PCARD charges will be brought in electronically and will route as needed.

Q. How will funding be unencumbered?

A. Manually. Contacting the travel desk would be the best way to unencumber something.

Q. Will the delegate be able to see a full list of Spend Authorizations or Expense Reports?

A. Yes, the delegate can find spend authorizations or expense reports via Workday delivered reports such as My Spend Authorizations or My Expense Reports.
Q. Can delegates add an airline if it’s not on the list in Workday?

A. Contact the travel desk if an airline is not on the list and it will be added.

Q. What is the best way to make sure that my expenses are saved when I work on my expense reports? Some of my expense reports have many lines and I don’t want to lose the data I enter.

A. We recommend that you frequently click the Save for Later button, even if you intend to enter more expenses during the same session. After saving your report, you simply click Edit Expense Report to continue working on your report. However, Workday takes a snapshot of your expense report every 2 minutes. If you enter expense lines and lose your connection, you can recover the most recent version by selecting Yes, Use Recovered Changes when opening the report. You’ll still need to reenter the data lost between the times the snapshot was taken and when Workday went down, which should be minimal. The best practice is to Save for Later and save regularly.
Q. Why do I receive errors that I'm missing information when I try to submit my expense report?

A. You don't need all required details for your expense report when it's in draft mode, but FAU requires you to submit the report for approval and payment. Also, expenses that are out-of-compliance with FAU’s travel policies can return errors. After you click Submit, Workday validates that you included all required information, and the expenses comply with FAU’s travel and expense policy.

Q. I have delegated expense reporting to another worker, and both of us imported a credit card transaction to different expense reports. When I submit my report, I receive an error that the transaction must be removed from the other expense report.

A. After the other worker saves the expense report, Workday recognizes the downloaded transaction on your report as a duplicate when you submit it. To resolve this, the other worker must remove the credit card transaction and save the report again. Another option is to remove the credit card transaction from your report before submitting it.
Workday Travel FAQs

Q. When looking at a list of your Spend Authorizations on the My Spend Authorization Report, where does the Memo field pull from?

A. The memo field gets information from the justification field.

Q. What is the “Additional Worktags” box in a Spend Authorization or Expense Report?

A. The “Additional Worktags” field ties to the Smart Tag and it will fill in automatically based off the Smart Tag. The field is a required field and provides useful information for reporting purposes.

Q. Are all the approvers determined by the Smart Tag?

A. Yes, the approval business process is based on the Smart Tag.

Q. How do PCARD charges feed into the Expense Report?

A. PCARD charges will be automatically fed into the cardholder’s expense reports, based on an electronic feed from the Bank.
Q. How do you know once a Spend Authorization or an Expense Report is fully approved?

A. It will be in “Approved” status. An individual could also go into their inbox and look in their Archive to see the status of a Spend Authorization or Expense Report.

Q. What will happen if someone inputs an expense higher than the per diem rate? A meal for instance?

A. Workday precludes the traveler from inputting an expense higher than the per diem, except for international travel.

Q. How will non-reimbursable expenses work in the new system?

A. There will be no distinction between reimbursable and non-reimbursable expenses in Workday.

Q. We currently offer travel awards to non-employee students. We currently initiate TA’s and TR’s for them. How would this be done with workday?

A. Since the student is not an employee, there is no need for a spend authorization. The travel reimbursement would be handled via an Ad Hoc Payment requisition type and processed via Accounts Payable.
Q. Our office handles the accounting for the A&S fee. We employ student workers who may need to do some of the finance functions in Workday such as create requisitions on the behalf of student clubs or route the requisitions if the student clubs are able to initiate requisitions themselves as non-employees. How would this be done in Workday?

A. Any employee with access to the system (student or non-student) will have access to Create Requisition in Workday. The employee will be able to Ad Hoc an approver to route to additional approvers as necessary. Non-employees, unless meeting the criteria to be determined as Contingent Worker, will not have access to the system.

Q. Can delegates decide how specific they want to be in terms of information that is put into the Spend Authorization and Expense Report?

A. They should be as specific as possible.

Q. Does the traveler approve their travel after it’s been submitted?

A. No, the traveler’s manager approves the Spend Authorization and the cost center manager approves the Expense Report.
Q. What is the “Project” option in the Spend Authorization or Expense Report?

A. The Project field ties to the Smart Tag. If the Smart Tag is a Project Smart Tag then this field will populate.